



OFFICE OF INJURED EMPLOYEE COUNSEL

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Internet: <http://www.oiec.texas.gov>

An Equal Opportunity Employer

The Office of Injured Employee Counsel does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or in the provision of services. Any request for reasonable accommodation needed during the application process should be communicated by the applicant to staff in the application area.

Title:	Opening Date:	Application Deadline:	Starting Salary:	Job #
Customer Service Representative III	05/06/15	Until Filled	PG A13 \$2,601.00	15-203
Agency:	Location:			Travel Required:
Office of Injured Employee Counsel	7551 Metro Center Drive, Suite 100 Austin, Texas 78744			Up to 15%

GENERAL DESCRIPTION

The Customer Service Representative is selected by the Customer Service Director and reports to the Customer Service Supervisor. Assists with administrative operations related to OIEC proceedings. Provides support with the Division of Workers' Compensation docketing systems in scheduling OIEC proceedings. Prepares and maintains OIEC dockets and calendar systems for scheduling and tracking cases for the agency Ombudsman Program. Provides information and assistance to injured employees about the workers' compensation system and answers general information questions regarding workers' compensation benefits, workers' compensation laws and rules, policies and procedures. Assists injured employees with claim specific questions and appropriate referrals. Some travel may be required for training, conferences, etc. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

Duties include:

- scheduling proceedings and hearings within allotted timeframe and maintaining appropriate calendar of scheduled docketing;
- answering walk-in and telephone customers' questions;
- verifying, with injured employees' assistance, that claim information on mainframe computer systems is accurate, updating and correcting as needed;
- reviewing and logging receipt of forms;
- documenting all customer contact;
- attempting to resolve disputes at all stages of the claim process;
- explaining and providing information about rights, responsibilities or services;
- telephoning other parties for clarity or resolution to possible disputes;
- referring unresolved disputes to the appropriate staff;
- making appropriate social service referrals and assisting injured employees with contacting appropriate licensing boards for complaints against health care providers; and
- performing other related duties as assigned.

Unless specifically and expressly stated otherwise, regular attendance is an essential function of every OIEC job.

Work Hours: Monday to Friday 8:00am to 5:00pm

QUALIFICATIONS:

Education/Experience: Eighteen months full time experience in a customer service industry and office procedures that include use of personal computer software and mainframe applications. College hours in course work relevant to required experience may be substituted for experience on a year-for-year basis. Bilingual language customer service skills in English/Spanish preferred.

Prefer: College-level course work; health care or social work experience; paralegal and/or dispute resolution experience; call center customer service experience; experience in applying and explaining complex laws, rules, policies or procedures to others.

KNOWLEDGE, SKILLS AND ABILITIES

Applicant should have demonstrated:

- knowledge of the Texas Workers' Compensation Act, Division of Workers' Compensation (DWC), and Office of Injured Employee Counsel (OIEC) rules, policies and procedures;
- knowledge of workers' compensation claims management and other laws related to workers' compensation; medical terminology preferred;
- knowledge of basic computer applications;
- ability to establish and maintain effective working relationships with a variety of individuals and groups;
- ability to analyze documents, reports and correspondence regarding workers' compensation matters;
- ability to frequently move in and around personal work space and to and from other areas of the office building to attend meetings, deliver/retrieve materials, conduct interviews, or other areas outside of personal work space; frequent stooping, bending and standing to retrieve/replace files in a large filing system;
- ability to perform visual activities requiring prolonged attention to detail such as editing and proofreading or continuous use of personal computers;
- ability to recognize problems and provide possible solutions;
- ability to manage, organize and prioritize a high volume workload;
- ability to hear and understand speech to interact with co-workers/clients/customers on a routine or frequent basis with or without the use of amplifying equipment/hearing aids;
- ability to travel for attending conferences, etc;
- skill in effective communication preferably in English and Spanish, to all participants within the workers' compensation system; and,
- skill in applying and explaining the workers' compensation laws and OIEC rules and procedures.

Apply by submitting a State of Texas Application to the address listed above.

An individual who qualifies for a veteran's employment preference is entitled to a preference in employment with OIEC over other applicants for the same position that do not have a greater qualification. Tex. Gov't Code §657.003.

An individual who was under the permanent managing conservatorship of the Department of Family and Protective Services on the day preceding the individual's 18th birthday is entitled to a preference in employment with a state agency over other applicants for the same position who do not have a greater qualification. Tex. Gov't Code §672.002.